

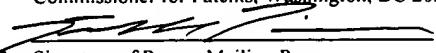
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Express Mail Label No.: EK679799833US  
Date of Deposit: August 16, 2000

CERTIFICATE UNDER 37 CFR 1.10:  
The undersigned hereby certifies that this Patent Application has been deposited with the United States Postal Service as "EXPRESS MAIL," postage prepaid, "express mail post office to addressee" service as required by 37 C.F.R. 1.10 on the date indicated above, in an envelope addressed to the Assistant Commissioner for Patents, Washington, DC 20231

  
Signature of Person Mailing Paper

PATENT  
Attorney Docket No.: 1113-201

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Dver

SERIAL NO.: Unknown

Group Art Unit: Unknown

FILING DATE: August 16, 2000

Examiner: Unknown

FOR: LEAD SUSPECT  
MANAGEMENT

TRANSMITTAL LETTER

Assistant Commissioner for Patents  
Washington, DC 20231

Sir:

Transmitted herewith for filing is a utility patent application under 35 U.S.C.

§111(a) of Dver for LEAD SUSPECT MANAGEMENT. Enclosed are the following:

1. Utility patent application, including Specification and Abstract (46 sheets),
2. Drawings (17 sheets),
3. Inventor's Declaration and Power of Attorney (2 sheets),

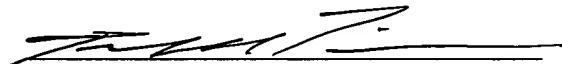
Express Mail Label No.: EK679799847US  
Date of Deposit: June 15, 2000

1. Verified Statement by Small Business Concern Claiming Small Entity Status (2 sheets),
5. A Credit Card Payment Form (1 sheet), and
6. A self addressed stamped postcard.

A credit card payment form is attached authorizing payment of the filing fee in the amount of \$804.00. Please stamp the postcard indicating the serial number assigned to this patent application.

Respectfully submitted,

By:



Rochelle Lieberman  
Registration No. 39,276

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August 16, 2000

AUG-15-2000 12:54

LIEBERMAN &amp; BRANDSDORFER

PTO/SB/10 (1-98)  
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**STATEMENT CLAIMING SMALL ENTITY STATUS  
(37 CFR 1.9(f) & 1.27(c))—SMALL BUSINESS CONCERN**
Docket Number (Optional)  
**1113-201**Applicant, Patentee, or Identifier: Avery

Application or Patent No.: \_\_\_\_\_

Filed or Issued: Filed herewithTitle: Lead Suspect Management

I hereby state that I am:

- the owner of the small business concern identified below  
 an official of the small business concern empowered to act on behalf of the concern identified below

NAME OF SMALL BUSINESS CONCERN Lead Factory Inc.ADDRESS OF SMALL BUSINESS CONCERN 23 Nancy Drive, Ashland, MA 01721

I hereby state that the above identified small business concern qualifies as a small business concern as defined in 37 CFR Part 1.21 for purposes of paying reduced fees to the United States Patent and Trademark Office. Questions related to size standards for a small business concern may be directed to: Small Business Administration, Size Standards Staff, 409 Third Street, SW, Washington, DC 20416.

I hereby state that rights under contract or law have been conveyed to and remain with the small business concern identified above with regard to the invention described in:

- the specification filed herewith with title as listed above.  
 the application identified above.  
 the patent identified above.

If the rights held by the above identified small business concern are not exclusive, each individual, concern, or organization having rights in the invention must file separate statements as to their status as small entities, and no rights to the invention are held by any person, other than the inventor, who would not qualify as an independent inventor under 37 CFR 1.9(c) if that person made the invention, or by any concern which would not qualify as a small business concern under 37 CFR 1.9(d), or a nonprofit organization under 37 CFR 1.9(e).

Each person, concern, or organization having any rights in the invention is listed below:  
 no such person, concern, or organization exists.  
 each such person, concern, or organization is listed below.

**Sedona Corporation**

Separate statements are required from each named person, concern or organization having rights to the invention stating their status as small entities. (37 CFR 1.27)

I acknowledge the duty to file, in this application or patent, notification of any change in status resulting in loss of entitlement to small entity status prior to paying, or at the time of paying, the earliest of the issue fee or any maintenance fee due after the date on which status as a small entity is no longer appropriate. (37 CFR 1.28(b)).

NAME OF PERSON SIGNING Alyssa AveryTITLE OF PERSON IF OTHER THAN OWNER PresidentADDRESS OF PERSON SIGNING 23 Nancy Drive, Ashland, MA 01721SIGNATURE Alyssa Avery DATE 8/15/00

**Burden Hour Statement:** This form is estimated to take 0.3 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

Approved for use through 09/30/2000. OMB 0651-0031  
 Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

**STATEMENT CLAIMING SMALL ENTITY STATUS  
 (37 CFR 1.9(f) & 1.27(c)) - SMALL BUSINESS CONCERN**

Docket Number (Optional)  
**1113-201**

Applicant, Patentee, or Identifier: Dover

Application or Patent No.:

Filed or Issued: Filed herewith

Title: Lead Suspect Management

I hereby state that I am

- the owner of the small business concern identified below.
- an official of the small business concern empowered to act on behalf of the concern identified below.

NAME OF SMALL BUSINESS CONCERN Sedona Corporation

ADDRESS OF SMALL BUSINESS CONCERN 649 N. Lewis Road, Suite 220,  
Limerick, PA 19468

I hereby state that the above identified small business concern qualifies as a small business concern as defined in 13 CFR Part 121 for purposes of paying reduced fees to the United States Patent and Trademark Office. Questions related to size standards for a small business concern may be directed to: Small Business Administration, Size Standards Staff, 409 Third Street, SW, Washington, DC 20416.

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- the specification filed herewith with title as listed above.
- the application identified above.
- the patent identified above.

If the rights held by the above identified small business concern are not exclusive, each individual, concern, or organization having rights in the invention must file separate statements as to their status as small entities, and no rights to the invention are held by any person, other than the inventor, who would not qualify as an independent inventor under 37 CFR 1.9(c) if that person made the invention, or by any concern which would not qualify as a small business concern under 37 CFR 1.9(d), or a nonprofit organization under 37 CFR 1.9(e).

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- no such person, concern, or organization exists.
- each such person, concern, or organization is listed below.

**Lead Factory Inc.**

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NAME OF PERSON SIGNING Marco Emrich

TITLE OF PERSON IF OTHER THAN OWNER President and CEO

ADDRESS OF PERSON SIGNING 649 N Lewis Rd., Ste 220, Limerick, PA 19468

SIGNATURE Marco Emrich DATE 08/14/00

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the inventor or case. Any comments on the amount of time you are required to complete this form should be sent to the Office of Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents.